



THE TREASURER OF THE STATE OF FLORIDA
DEPARTMENT OF INSURANCE

BILL NELSON

URGENT NOTICE TO PROVIDERS --- MARCH 23, 2000

**REGARDING CONTINUED SERVICES TO SUBSCRIBERS
OF SUNSTAR HEALTH PLAN, INC.**

As you know, SunStar Health Plan, Inc., ("SunStar") was adjudicated insolvent and ordered liquidated on February 1, 2000, by the Second Judicial Circuit Court (the "Court") in Tallahassee, Florida. The Florida Department of Insurance is the court appointed Receiver of SunStar.

Pursuant to the terms of the liquidation order, all SunStar providers were required to continue to provide services to the SunStar subscribers "through the longer of: (a) the period for which premium has been paid by the subscriber; (b) a period of sixty (60) days from the date of this Order; or (c) such longer period as may be agreed upon between the medical provider and the HMOCAP." The purpose of this provision was to provide a firm provider network through which the Florida Health Maintenance Organization Consumer Assistance Plan (the "HMOCAP") could fulfill its statutory obligations in providing continued health care coverage to the SunStar subscribers until the subscribers could secure replacement coverage.

For most SunStar providers, the terms of the liquidation order meant that the providers were required to continue providing services to SunStar subscribers through April 1, 2000. Through a special statewide open enrollment process established by the HMOCAP, the majority of SunStar's approximately 80,000 subscribers are believed to have obtained replacement health care coverage with other Florida health maintenance organizations. HOWEVER, a large number of SunStar subscribers must remain with the HMOCAP for various reasons, potentially through the remainder of six months for which the HMOCAP is responsible for providing health care coverage.

It is essential for the HMOCAP to be able to continue using the SunStar provider network in order to provide the required health care coverage to the remaining SunStar subscribers through the end of the HMOCAP's six month coverage, July 31, 2000. **ON MARCH 21, 2000, THE COURT ENTERED AN AMENDED ORDER REQUIRING THAT ALL SUNSTAR PROVIDERS CONTINUE TO PROVIDE SERVICES TO SUNSTAR SUBSCRIBERS THROUGH JULY 31, 2000. PROVIDERS MAY NOT TERMINATE THEIR CONTRACTS WITH SUNSTAR PRIOR TO THAT DATE FOR ANY REASON. ANY PROVIDERS WHO DO NOT ABIDE BY THE TERMS OF THE NEW COURT ORDER MAY BE SUBJECT TO CONTEMPT OF COURT PROCEEDINGS.** A complete copy of this court order and other information regarding the SunStar receivership proceeding is available through the Florida Department of Insurance website at www.doi.state.fl.us and also at www.sunstarhmo.com.

HMOCAP PAYMENT: All claims for covered medical services provided to these subscribers on and after the insolvency date of February 1, 2000, are the responsibility of the HMOCAP. The HMOCAP will use Administrative Services, Inc., ("ASI") to administer benefits. Bills for services provided on and after February 1, 2000, should be submitted to the HMOCAP c/o Administrative Services, Inc., at Post Office Box 839000, Miami, Florida 33283-9000. The

Receiver understands that the HMOCAP will pay you for services rendered to SunStar's subscribers on and after February 1, 2000, under the terms of your contract with SunStar. The HMOCAP has informed us that all medical authorizations issued for these subscribers prior to February 1, 2000, will be honored.

Until further notice, any additional questions regarding medical services provided to SunStar's subscribers on and after February 1, 2000, should be directed to the following address and phone numbers:

SunStar Health Plan, Inc. - in Receivership
Claims Department
300 International Parkway, Suite 230
Heathrow, Florida 32746

For Pre-authorization & Utilization Review – call (888) 339-4997 (effective April 1, 2000)
For Customer Service – call (877) 728-0036 (effective April 1, 2000)

PLEASE NOTE: Under Section 641.315, Florida Statutes, subscribers of a health maintenance organization are not liable to any provider of health care services for any services covered by the health maintenance organization. Additionally, health care providers and their representatives are prohibited from attempting to collect payment from the health maintenance organization subscribers for such services. If you are currently billing, or in any other manner attempting to collect payment from SunStar subscribers for any medical services, you are advised to immediately cease such activity. You should also immediately inform any collection agency you might use of this law and require that it also cease any such collection activity.

We appreciate your assistance and continued cooperation in these matters.

SUNSTAR HEALTH PLAN, INC.
Florida Department of Insurance, Receiver
Post Office Box 10280
Tallahassee, Florida 32302

phone: (800) 882-3054
fax: (850) 922-9115
email: claims@doi.state.fl.us